



**REQUEST FOR QUALIFICATIONS  
(RFQ) & EXPRESSIONS OF INTEREST**  
(29 Del.C. §6981)

**Agreement No. 1548**

**CUSTOMER SATISFACTION SURVEYS  
STATISTICS & RESEARCH SERVICES**

**PROJECT DESCRIPTION**

The purpose of this procurement is to select a firm for a three-year task order agreement to assist DelDOT's Statistics, Research & Special Programs Section (SR&SP) in collecting yearly information to help gauge the public's thoughts and priorities on how well Delaware's transportation needs are being met and what areas of improvement, if any, should be considered.

The groups being targeted are General Users- those who drive, carpool, ride transit, use bicycles, or walk, and Shippers & Carriers- those businesses who ship, carry, or transport goods in the State of Delaware. After collection of this data, the selected firm will be responsible for formatting the collected information, and creating graphics for an easy to read, customer friendly publication.

A sample previously completed deliverable can be viewed on the DelDOT website at:  
[http://deldot.gov/information/pubs\\_forms/brochures/pdf/customer\\_satisfaction06.pdf](http://deldot.gov/information/pubs_forms/brochures/pdf/customer_satisfaction06.pdf)

**SERVICES REQUIRED**

The following minimum services are required to complete this task:

1. Data collection, analysis, reporting
  - Weighting of results to reflect actual survey population distribution
  - Topline reporting for each survey group
  - Cross tabulations
2. Telephone interviewing, totaling over 1400 calls
3. Survey card distribution
4. Extensive report writing explaining results from tables and graphs
5. Draft and final technical report shall include
  - Executive Summary
  - Each user group including tables and graphs
  - Comparing and contrasting results from previous surveys and user groups
6. Publishing / printing capabilities for deliverables.

## **SUBMISSION REQUIREMENTS**

1. **Expression of Interest submissions** must be received by: **3:00 P.M. Local Time, Wednesday, October 13, 2010.**

Facsimile responses to this Request for Expressions of Interest are not acceptable. No response hand-delivered or otherwise will be accepted after the above date and time. Expressions of Interest arriving after the deadline will be rejected regardless of the reason for late arrival. DelDOT's time is considered the official time for determining the cut-off for accepting Expression of Interest submissions. Firms wishing to be considered for work on this project must submit statements expressing interest as set forth herein. Any variation, including additions, is considered a basis for rejection. Expressions of Interest are to be mailed or delivered to:

Wendy B. Henry, Consultant Control Coordinator's Office  
Contract Administration  
Delaware Department of Transportation  
800 Bay Road, Dover, DE 19901

2. **Specific Type Firm Solicited:**

There is no pre-registration requirement in order to submit an expression of interest on this project. The selected firm may be required to register upon selection.

3. **Submit six (6) copies** of an Expression of Interest. Receipt of insufficient copies of the Expression of Interest and non-compliance with providing the requested information in the desired format may result in elimination from the overall shortlist and selection process.
4. **In order to comply with the State of Delaware's Freedom of Information Act**, firms responding to this Request for Qualifications should prepare one (1) copy of their Expression of Interest with any proprietary or confidential information redacted. This copy should be clearly marked as "Redacted Copy" and submitted along with the other six copies. Firms should review Delaware's Freedom of Information Regulations, section 6, Requests for Confidentiality, on the DelDOT Website [www.deldot.gov](http://www.deldot.gov) and Section 10002(g) "Public record" of the Delaware Code, <http://delcode.delaware.gov/title29/c100/index.shtml> to determine what information may be considered proprietary or confidential and may be redacted from their Expression of Interest.
5. **Joint venture** submissions will not be considered.
6. **DelDOT reserves the right to reject** any and all Expressions of Interest. All submissions become property of the Delaware Department of Transportation and shall be retained for a period not to exceed 30 days from the date of the approved shortlist. DelDOT reserves the right to any and all ideas included in this response without incurring any obligations to the responding firms or committing to procurement of the proposed services.

## **RATING CRITERIA**

Major factors/criteria for the establishment of a reduced candidate/shortlist and selection:

- a) Key Staff/Project Team qualifications
- b) Firm resources/capability to accomplish proposed work on schedule
- c) Experience on similar projects
- d) Project understanding/approach/services required

**NOTE:** DelDOT maintains a strict policy of not providing a debriefing for those candidates that do not make the shortlist. If a firm is not included in the Shortlist, it does not indicate they are not qualified, it is an indication the Shortlist Committee determined others appeared to be more qualified based on the information submitted. Shortlist and Selection Committee membership appointments are confidential.

## **QUESTIONS**

Questions regarding this RFQ should be submitted via email. Questions received and the Department's response will be provided on the Department's web site; <http://www.deldot.gov/>. Click on 'Doing Business', under 'Professional Services', click on 'Current Requests for Consulting Services'.

## **CONTACTS**

**Questions concerning submissions and procedures** may be obtained from: Wendy B. Henry, Consultant Control Coordinator's Office, Telephone: (302) 760-2531. E-mail address: [wendy.henry@state.de.us](mailto:wendy.henry@state.de.us).

## **OVERVIEW OF SELECTION PROCESS**

The Expressions of Interest will be used to determine a reduced candidate's list/short list and also will be used for reference material during the actual selection process. Once a short list has been determined, a mandatory pre-proposal meeting may be established for a briefing and to provide an opportunity for the short-listed candidates to ask questions. Once the Pre-proposal Meeting has been completed, there may be a written submission and/or oral interview sessions scheduled, after which the committee will determine the successful candidate.

After the selection process has been completed, applicable price information will be requested from the successful candidate; i.e. salary rates for various classifications of personnel, and an indirect cost derivation for the most current accounting period. If an interested firm is requested to submit a priced proposal, the proposal should substantially reflect the same composition and area of involvement as the Expression of Interest submission.

Payroll burden and overhead will be computed on direct salary costs only (not including overtime) at the consultant's audited rate, as per Federal Acquisition Regulations Part 31, and Department policies. Computer and CADD costs are not allowable as a direct cost to this project. Rate determination and applicability is subject to audit by the Department. Additionally, candidates should be prepared for the Department to work with your current accounting firm to provide information and backup documentation. Full and immediate cooperation is required to avoid delays in execution of an agreement. Failure to cooperate may result in breaking off of negotiations and moving to the next ranked firm.

## **EXPRESSION OF INTEREST REQUIREMENTS**

The letter portion of the Expression of Interest shall indicate the firms desire to perform services and indicate the specific tasks or areas of expertise which will be subcontracted, and to whom. Interested firms must submit the material required herein or they will not be considered.

1. Please submit the firm's mailing address, phone number, and an e-mail address for the firm's point of contact person on page 1 of the Letter of Interest. Future contacts by DelDOT will be done via e-mail, whenever possible.
2. The Expression of Interest submission should be tabbed and collated in the following order:

## **A. Table of Contents**

Table of Contents (1 per set) - Limited to One (1) page on 1 sheet of paper

## **B. Letter of Interest**

Letter of Interest (1 per set) - Limited to four (4) pages on two (2) sheets of paper

Indicate the following:

- (1) An understanding of the anticipated assignments, services required, and approach to providing the services required
- (2) Identify who the proposed project manager will be and what office location they will be working from.
- (3) The location, size, and description of the firm
- (4) Availability of personnel for immediate placement
- (5) Sub-consultant usage if anticipated. Indicate the percentage of work estimated to be performed by the sub vs. the prime. Also, indicate if the prime consultant has previously worked with the proposed sub and give a brief example of the previous relationship(s).

## **C. Company Information**

- (1) Submit the following packet of information titled "Company Information" to include:
  - (a) Name of entity and address.
  - (b) Name, Title, Telephone Number and e-mail address of Contact Person.
  - (c) Address of office where work will be performed.
  - (d) Names & Addresses of any sub contracted firms, if applicable. Indicate if the submitting firm has worked with the sub contracted firm previously.
  - (e) Briefly describe your firm's experience providing these services.
  - (f) Additional relevant information limited to 1-single sided sheet of paper.

## **D. References**

Provide a list of References who have personal knowledge of the prime consultant's and the sub-consultant's previous performance. Provide three (3) client references each for both the prime and the sub-consultant(s). The references must include **verified** addresses and telephone numbers, contact persons, and a brief description of services that have been provided similar to those described by Delaware DOT for this project.

- (1) References shall be shown on separate sheets (limited to one (1) single-sided sheet; one sheet for the prime and one sheet for each sub proposed). These shall not be included in the four page Letter of Interest.

No promotional materials or brochures to be included as part of the Expression of Interest package.

The Department is not liable for any cost incurred in the preparation or presentation of the this solicitation.

The Department of Transportation will affirmatively insure individuals and businesses will not be discriminated against on the grounds of race, creed, color, sex, or national origin in consideration for an award. Minority business enterprises will be afforded full opportunity to submit bids/proposals in response to this invitation.

**Department of Transportation**

**State of Delaware**

**By: Carolann Wicks, P.E.**

**Secretary**

**Dover, DE**

**September 20, 2010**